

### Other Training Offered

- ◆ CVCC Computrain Classes
- ◆ Safety Training
- ◆ Conducting Evaluations
- ◆ Supervisory Training
- ◆ Working Together Effectively
- ◆ Tuition Assistance Program
- ◆ Performance Measurement
- ◆ Assistance in Starting a Process Improvement Team
- ◆ Group Facilitation
- ◆ New Employee Orientation
- ◆ Change Management
- ◆ Stress Management
- ◆ Legal Standards
- ◆ Interviewing Skills
- ◆ Working With the Public

## City of Hickory Core Values

**Customer Focused**

**Innovative**

**Team Player**



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**Our Vision:**

Hickory – Leading the way to a high quality of life with unlimited possibilities.

## City of Hickory Training Opportunities



For information on training opportunities contact:  
April Reese at 323-7443



### **Customer Service Training**

This half-day course will introduce the new coworkers to the City of Hickory's management philosophy. Discussion centers on the core values and delivering quality services to the public. This course is mandatory for all City of Hickory coworkers.

### **Communicating Respectfully in a Diverse Workplace**

This class explores the legal and professional guidelines that are in place to ensure respectful communication in the workplace.

### **Ethics and Professional Behavioral**

Participants will learn the written and unwritten rules that govern professional conduct. Class discussions focus on what is accepted morally and ethically in the workplace. City expectations and coworker

### **Supervisory Training**

This is a basic supervision and leadership course for City supervisors, crew leaders and team leaders. Each class focuses on a different aspect of supervision and materials are reinforced with group discussion, role-play and exercises. Participants will benefit from hearing guest speakers from a variety of departments.

### **Leadership Academy**

The Academy consists of a combination of classroom learning, on-site visits, networking and community involvement. Each class will complete a service project as their team assignment. Participants will be exposed to a wide variety of speakers, reading materials and locations that combine to enhance the leadership experience. You must be an active participant in class and in the service project.

#### ***Also available:***

- ◆ Team building sessions in small groups
- ◆ Conflict resolution facilitation
- ◆ Stress Management Workshop

### **City Policies**

This class covers City Policies that apply to all coworkers, particularly the personnel ordinance, travel policy, tuition assistance, drug policy, safety policy, FLSA, FMLA, ADA, anti-harassment, and predissmissal. Although each coworker will need to learn about his/her departmental policies, this class provides a good basic understanding of most City policies.

### **Managing Conflict in the Workplace**

This class focuses on handling conflict in a productive manner. Various conflict styles are explored, as is the importance of listening and finding "common ground". Participants will engage in several exercises to demonstrate the material being discussed.

Be sure to take advantage of all our training opportunities. It will help you make the most of your career with the City of Hickory

Coworkers: If you have a need for training not currently offered, please contact the Organizational Development Coordinator. Classes can be designed to your specifications.